

Enterprise Incident Report

As of 10/4/2010

Governor's Office

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Top Number - Total Incidents Bottom Number - First Contact Resolution	
	Low	FCR Total
Governor's Office	12 4	12 4
Customer Company Total	12 4	12 4

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Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards.

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Customer Company	Top Number - Total Incidents Bottom Number - Missed Initial Response	
	Low	MIR Total
Governor's Office	12	12
	1	1
Customer Company Total	12 1	12 1

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Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards. Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Top Number - Total Incidents Bottom Number -Average time in hours	
	Low	ATTIR Total
Governor's Office	12 0.22	12 0.22
Customer Company Total	12 0.22	12 0.22

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Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards.

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Top Number - Total Incidents	
	Bottom Number - Missed Resolution	
	Low	MR Total
Governor's Office	12 0	12 0
Customer Company Total	12 0	12 0

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Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards.

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Top Number - Total Incidents Bottom Number - Average time in hours	
	Low	ATTR Total
Governor's Office	12 0.30	12 0.30
Customer Company Total	12 0.30	12 0.30

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Detail

INC000000182938	Jo Lynn Kruse	Telecom	None	None		TIR Missed: No	TIR:	0.52
Voice Operations	Lois Schow	Governor's Office	Low	Closed		TTR Missed: No	TTR:	0.52
INC000000183503	Kimberlee Willette	PC/Laptop	Performance	Microsoft Office Professional 20		TIR Missed: No	TIR:	0.00
Capitol Desktop Support	Chad Poll	Governor's Office	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000185189	Jennifer Hemenway	Application	Error	None		TIR Missed: No	TIR:	1.65
Enterprise Security	Bart Grant	Governor's Office	Low	Closed		TTR Missed: No	TTR:	1.65
INC000000186299	Jo Lynn Kruse	Telecom	Voice Mail	Telephone		TIR Missed: No	TIR:	0.07
Voice Operations	Annette Nielsen	Governor's Office	Low	Closed		TTR Missed: No	TTR:	0.07
INC000000187646	Jo Lynn Kruse	Telecom	None	None		TIR Missed: No	TIR:	0.42
Voice Operations	Lois Schow	Governor's Office	Low	Closed		TTR Missed: No	TTR:	0.42
INC000000188655	Kim Dent	PC/Laptop	Error	None		TIR Missed: No	TIR:	0.00
Capitol Desktop Support	Chad Poll	Governor's Office	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000188681	Colene Tucker	PC/Laptop	Error	Internet Explorer		TIR Missed: No	TIR:	0.00
Capitol Desktop Support	Chad Poll	Governor's Office	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000189920	Michael Mower	Mobile Devices	None	BlackBerry Configuration		TIR Missed: No	TIR:	0.46
Capitol Desktop Support	Sarah Johnson	Governor's Office	Low	Closed		TTR Missed: No	TTR:	0.46
INC000000191260	Jason Perry	Mobile Devices	Error	Novell GroupWise		TIR Missed: No	TIR:	0.00
Capitol Desktop Support	Bill Felt	Governor's Office	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000192031	Michele Jones	Telecom	Dial Tone	Telephone		TIR Missed: No	TIR:	0.38
Voice Operations	Annette Nielsen	Governor's Office	Low	Resolved		TTR Missed: No	TTR:	0.38
INC000000194509	Sandra Naegle	Application	Password	Remedy Asset Management		TIR Missed: No	TIR:	0.00
Help Desk	Vicky Marrelli	Governor's Office	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000195166	Liz Cordova	Application	None	Novell GroupWise		TIR Missed: No	TIR:	0.00
Capitol Desktop Support	Chad Poll	Governor's Office	Low	Resolved		TTR Missed: No	TTR:	0.00